

DISPATCHER OF THE MONTH

This month we recognize BCC002 as DOTM. We congratulate you, our Northern neighbor, for 12 years of dispatching service with IPN!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

WELCOME NEW IPN DISPATCHERS!

IPN is pleased to welcome 20 new dispatchers who were approved during the past month. There were two other dispatchers who were approved but they promptly got shut down for guidelines infractions. We can not stress enough the importance of reading and understanding the system policies before transmitting calls to the network. Quality counts above all else.

Once you understand the guidelines it is imperative that you start participating. Being approved is only half of the job. If you become inactive, your account is purged the following month with all settings unrecoverable. To avoid this, make an effort so you can continue to enjoy free alerts and other perks. If you have any concerns please email support@incidentpage.net for help.

| | | |
|----------------|----------------|---------------|
| ALA013 Jesse | MAR094 David | NYK055 Craig |
| ALA045 James | MAS115 Reece | ORE008 Dustin |
| FLA296 Amanda | MCH108 Jeff | TEN040 Seven |
| ILL008 William | MCH122 Brandon | TEN041 Matt |
| ILL025 Michael | NJY011 Mike | VMT015 Dennis |
| ILL030 Keith | NYC026 Marcus | WAS014 David |
| LAX237 Rene | NYC090 Daniel | |

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CORRECTING A NOTIFICATION WITH AN ERROR

Our folks in the Quality Control Center have seen an increase in corrective pages where there is no content in the narrative. Obviously we want to always check our work before sending which includes confirming the city and triple checking to see if the right category was selected. As we know the names on some of the categories are quite similar. You must pick the right one so that the right group of members is alerted.

While this advice is the best way to avoid the need for a correction we also understand that mistakes are inevitable. For this reason we are taking this time to remind you of the proper way to fix an erroneous notification.

The wrong way to send a correction is to simply click update, change the city/category, and then send. This is a blind page and it leaves everyone who gets it in the dark. Do not do this!

The proper way to fix an incorrect page like that is to send a new page with the correct info. Do not even consider using the update button. Generate a brand new ticket with a full narrative and ship it as if the original never happened. Include ALL of the details.

Once the correct info is transmitted, copy the bad page in to an email and send it to support@incidentpage.net - Let us know, *"I made a mistake. Can you please delete the following page as it was sent to the wrong city/category."*

Quality Control would rather see you email support about that accident versus another user telling us about your mistakes or QC finding it during our random checks. This is your network so be proactive and police your own errors.

YOUR PHOTOS WANTED



Yes! We want your photos. But PLEASE provide the entire alert that was dispatched. **The Date and Time MUST be included.** Without this information your photo will not be featured in the newsletter as it takes time for us to find this info for you. Look at the photo captions in this newsletter for an example of what is being requested. Thanks and send your submissions to: newsletter@incidentpage.net

IMPORTANT!

Re-transmitting IPN Alerts is a VIOLATION OF OUR TERMS OF USE. Members are encouraged to report theft of content to the support team. If your tip results in successful mitigation of the situation you may be eligible for free service. Thank you.

EL PASO FIRE OPERATIONS

The city of El Paso Texas, located in west Texas on the Mexico / New Mexico, is just over 256 Square miles in size. This area is protected by the thirty four stations of the El Paso Fire Dept. Thirty-One Pumpers, 9 Quints, 5 Ladders, 1 Squad, 1 Hazmat and 31 EMS units respond to approximately 70,000 calls each year. Last year our dispatchers dispatched just 117 calls for this city.

We have received inquiries from members asking if we can increase our coverage for this amazing city. Although we do not have many dispatchers in this area, we do have the luxury of an online feed. They operate on a P-25 system which streams on radio reference. The content includes Fire/EMS, County Fire and Police. It is a very active feed.

One of the deterrents to covering this agency has always been the way the department operates. They use "Conditions" numbered 1-5 that can puzzle even the most seasoned buff. For IPN purposes these conditions have been simplified below. Keep in mind, since we use clear text, you will never mention the "conditions" in your narrative. Instead you can simply use this article as guidance and re-state the size up information provided by the incident commander.

If you would like to try dispatching EPFD calls in addition to your own area please email support to have access enabled.

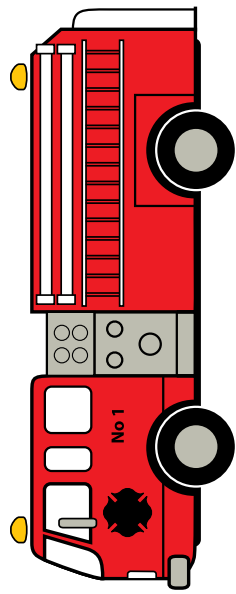
CONDITION 1: Minor Fire which can be controlled by responding units.
(Use Smoke Damage)

CONDITION 2: WORKING FIRE; Of a more serious nature to be controlled with assigned units plus additional Battalion Chief, Rescue Operations Captain and Squad Unit for Manpower

CONDITION 3: WORKING FIRE; Of a serious nature, not under control, that may require additional units to include 2 additional Battalion Chiefs, 1 additional Pumper, Hazmat 1 and 1 additional ambulance plus Rescue Operations Captain. This changes the Primary Response to a FULL RESPONSE.

CONDITION 4: WORKING FIRE; Of a serious nature, not under control and WILL REQUIRE additional units. This will upgrade the response from a PRIMARY RESPONSE to a FULL RESPONSE; if not already done so. Also, the next due PRIMARY RESPONSE will be dispatched and stage and will stand by until assigned to the fire or released back to station. If ANY of the staged units are used, the incident then becomes a 2ND ALARM.

Thanks to El Paso Fire PIO for helping us with this information.



FLAMING IS FORBIDDEN

Mockery, derogatory comments and insults thrown at IPN users and the company itself has been forbidden as long as we have been in existence. As many know, on other venues, it has become out of hand. If we see anyone engaged in such conduct on chat, IPNmail or even when emailing support your privileges will be revoked. IPN embraces zero tolerance on this matter which means there is no gray area.

Any member who is the victim of such behavior is advised to ignore the aggressor's attempt to create a dispute. You should instead email support and make Steve Sedlis aware of the problem. It is his job to police the system and ensure IPN is safe and enjoyable for all.

The following penalties will be assessed on any member that cannot behave appropriately as described above:

- **1st Offense:** Loss of access to IPNmail and chat for no less than 1 month.
- **2nd Offense:** Loss of access to IPNmail and chat for no less than 6 months.
- **3rd Offense:** Termination from the dispatch program and Loss of all access.



** Any member found flaming on an IPN owned social media or making comments about IPN, or its members, on their personal social media page will be subject to the punishment in the third offense.



046-06-18 21:39 | (MAS (1/2)) MAS| Weston, MA (Middlesex County)| T-ALRT| I 90 iao IC 14 W/b| Msp o/s single car spin out facing wrong way in travel lane. One tow requested| MAS012

Photo by Matthew McManus



MONTHLY STATS

| January | February | March | April | May |
|--------------|--------------|--------------|--------------|--------------|
| Florida | Florida | Florida | Florida | Florida |
| New York | New York | New York | New York | New York |
| California | California | California | California | California |
| Mass | Mass | Mass | Mass | Pennsylvania |
| Illinois | Pennsylvania | Maryland | Pennsylvania | Maryland |
| Pennsylvania | Maryland | Pennsylvania | Texas | Illinois |
| Maryland | Ohio | Texas | Maryland | Mass |
| Texas | Texas | Illinois | Illinois | Texas |
| Ohio | Illinois | Ohio | Ohio | Ohio |
| New Jersey | New Jersey | New Jersey | No Carolina | Wisconsin |

Our numbers for the month of May have been finalized. We are proud to report almost 19,000 alerts were transmitted. Your efforts each and every month are amazing.

The top three states remained the same as prior months but the middle of the stack in May was crazy! Three states did battle and beat up Massachusetts like a red headed step child. The Bay State was tossed to the seventh

spot even though they kept their normal activity level. Pennsylvania, Maryland and Illinois came out victorious in this spectacular effort. This was long overdue and we hope to see this push continue.

Rounding out the top ten, we see that Ohio still has the #9 spot in a headlock but the final spot remains

up for grabs. There are five states that are all

within reach to grab the final spot. Wisconsin came up victorious in May for their first appearance in 2018. Could your state be here next month?



06-04-2018 16:52 | (NCA (1/2) NCA| Mount Olive, NC (Wayne County)| Major Accident| OPS3| Jones Turner Rd & Rones Chapel Rd| FD O/S - 2 veh. MVA/MVC - one (NCA (2/2) vehicle in ditch - confirmed pin in and vehicle fire M/A: Duplin County| NCA033

Photo by Michael Jones



AFTERMATH OF THE ANNAPOLIS SHOOTING

06-28-2018 14:54 | Annapolis| Shooting/Stabbing|
| 888 Bestgate Rd|Corrected Category - APD o/s
active shooter at Capitol Gazette Newsroom, at
least 4 victims shot [MAR090]| MAR055

15:06 | U/D: PD rptg a suspect is in custody,
4 fatalities rptd, 2 others with serious injuries.
[MAR090]| MAR055

Photos by Jeremy Peterson



06-30-2018 16:25 | Montgomery| 5+ Alarm Fire|
453.825| 54 Union St|U/D: 5th Alarm struck cmd
req addtl units mult m/a operating| NYK330

Photo by Michael Townsend

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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El Cajon, CA 92020

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